Illinois Customer Satisfaction Survey Instrument

QA.   ENTER TYPE OF CUSTOMER FROM SAMPLE

     1   Residential
     2   Non-Residential

QB.   ENTER SAMPLING FRAME

     1   Customer database
     2   Random digit dial {"RDD"}
     3   Purchased list
     4   Other

Residential Portion

Hello, my name is _____. We are conducting an opinion survey required by the Illinois Public Utilities Act about the service you receive from your electric company. May I speak with the head of household who is most familiar with the service from your electric company?

     1   Yes {CONTINUE}
     2   No {TERMINATE}
     3   Refused {TERMINATE}

Residential Screening

Your opinions are very important to us. At no time will I try to sell you anything and you will not be contacted as a result of this call. This survey will take about ten minutes.

IF USING RDD SAMPLE, ASK QC SO CUSTOMER CAN BE ASSIGNED TO A SERVICE AREA

QC.   What is your zip code?

                [RECORD NUMBER]
        1   Don't know/Refused {TERMINATE}

IF USING CUSTOMER LIST FOR SAMPLE, ASK QD TO VERIFY ADDRESS

QD.   Just to confirm, have I reached you at {READ ADDRESS FROM SAMPLE}?

        1   Yes {CONTINUE}
        2   No {TERMINATE}
        3   Don't know {TERMINATE}
        4   Refused {TERMINATE}

QE.   Are you the person who is most familiar with the service you receive from your electric company at this address?

        1   Yes {SKIP TO QG}
        2   No {CONTINUE}
        3   Don't know {TERMINATE}
        4   Refused {TERMINATE}

QF.   May I speak to the person who is most familiar with your electric service now?

        1   Yes {CONTINUE}
        2   Refused {TERMINATE}
        3   No - IF NO, ASK: I would like to make an appointment to call him/her at a specific time at his/her convenience. Could we please schedule a convenient time? {ARRANGE APPOINTMENT CALLBACK DATE AND TIME}

(IF NECESSARY, READ INTRODUCTION TO RESPONDENT)

Hello, we are conducting an opinion survey required by the Illinois Public Utilities Act about the service you receive from your electric company. Your opinions are very important to us. At no time will I try to sell you anything and you will not be contacted as a result of this survey. The survey will take about ten minutes.

QG. We would like to ask you some questions about the electric service you receive from your electric ~~distribution (insert the word "distribution" for non-residential only) company.~~ company. Is this a convenient time?

    1   Yes {CONTINUE}
    2   No {ARRANGE APPOINTMENT CALLBACK DATE AND TIME}
    3   Don't know {TERMINATE}
    4   Refused {TERMINATE}

QH. Do you, or does a member of your family living in your home, work for an advertising agency or market research firm, or for a gas, electric or phone company?

    1   Yes {TERMINATE}
    2   No {CONTINUE}
    3   Don't know {TERMINATE}
    4   Refused {TERMINATE}

END OF RESIDENTIAL SCREENING PORTION

Non-Residential Portion

Hello, my name is _____. We are conducting an opinion survey required by the Illinois Public Utilities Act about the service you receive from your electric company.

Non-residential Screening

QI.   Just to verify, have I reached {MOVE IN COMPANY NAME FROM SAMPLE}?

    1   No ~~{CONTINUE}~~{TERMINATE}
    2   Yes ~~{TERMINATE}~~ {CONTINUE}
    3   Don't know {TERMINATE}
    4   Refused {TERMINATE}

QJ.   {IF A CONTACT PERSON'S NAME HAS BEEN PROVIDED, ASK} I understand that the name of the person who is most familiar with electric service in your organization is _____. Is this correct?

    1   Yes {SKIP TO QM}
    2   No {CONTINUE}
    3   Don't know {TERMINATE}
    4   Refused {TERMINATE}

QK.   {IF A CONTACT PERSON'S NAME HAS NOT BEEN PROVIDED OR IF QJ=2, ASK} Can you please tell me the name of the person who is most familiar with the ~~of~~ electric service for this business/organization located at {MOVE IN ADDRESS FROM SAMPLE}? {IF RESPONDENT ANSWERS "DON'T KNOW," THEN ASK TO SPEAK WITH SOMEONE WHO MIGHT KNOW AND USE THE SAME INTRODUCTION WITH THE NEW RESPONDENT}

NAME _____

TITLE _____

QL.   May I speak to {RESTORE NAME FROM QJ OR QK} now?

        1   Yes {CONTINUE}

        2   Refused {TERMINATE}

        3   No {IF RESPONDENT NOT AVAILABLE, ASK:} I would like to make an appointment to call {RESTORE NAME FROM QJ OR QK} at a specific time at his/her convenience. Could we please schedule a convenient time?

{IF NECESSARY, READ INTRODUCTION TO RESPONDENT}

Hello, I am _____. We are conducting an opinion survey required by the Illinois Public Utilities Act about the service you receive from your electric company. Your opinions are very important to us. At no time will I try to sell you anything and you will not be contacted as a result of this survey. The survey will take only ten minutes.

QM.   We would like to ask you some questions about the electric service your {business/organization} receives from your electric distribution company. Is this a convenient time?

        1   Yes {CONTINUE}
        2   Refused {TERMINATE}
        3   No {ARRANGE APPOINTMENT CALLBACK DATE AND TIME}

END OF NON-RESIDENTIAL SCREENING PORTION

Residential and Non-Residential Portion

{READ FOR NON-RESIDENTIAL ONLY UNTIL RESIDENTIAL CUSTOMERS HAVE CHOICE; THEN READ FOR ALL CUSTOMERS} Electric service consists of two main parts. One part produces electricity at power plants. The other part moves the electricity through power lines to your location. Under a competitive electric system, the electricity will come to you through the power lines already in place. The company that owns and maintains these power lines is called an ~~electricity~~ electric distribution company

QN   What is the name of your electric company? {ASK AS OPEN END}

        1   AmerenCIPS/CIPS/Central Illinois Public Service {CONTINUE}
        2   AmerenUE/Union Electric {CONTINUE}
        3   CILCO/Central Illinois Light Company {CONTINUE}
        4   ComEd/Commonwealth Edison {CONTINUE}
        5   Illinois Power/ ~~Illinova~~Dynegy {CONTINUE}
        6   MidAmerican Energy/Iowa-Illinois Gas & Electric {CONTINUE}
        7   Mt. Carmel Public Utility Company {CONTINUE}
        8   Other {TERMINATE}
        9   Don't know {TERMINATE}
        10   Refused {TERMINATE}

END OF RESIDENTIAL AND NON-RESIDENTIAL SCREENING

Overall Satisfaction

First, let's talk about {RESTORE QN RESPONSE}. I'd like you to rate {RESTORE QN RESPONSE}'s performance using a zero to ten scale, where a zero means a poor job and a ten means an excellent job. Of course, you can use any number between zero and ten. How would you rate the job that {RESTORE QN RESPONSE} does on...

{RANDOMIZE Q1-Q3}

Q1.   Providing electric service overall

                     [RECORD NUMBER 0-10]
          11   Don't know
          12   Refused

Q2.   Providing reliable electric service

                     [RECORD NUMBER 0-10]
          11   Don't know
          12   Refused

Q3.   Keeping your electric rates reasonable

                     [RECORD NUMBER 0-10]
          11   Don't know
          12   Refused

Reliability Performance

Now, I'd like ~~you to rate {RESTORE QN RESPONSE}'s performance, using the same zero to ten scale, (SHORTEN DESCRIPTION OF SCALE IF APPROPRIATE) where a zero means a poor job and a ten means an excellent.~~ <u>to talk to you about {RESTORE QN RESPONSE}'s performance on electric reliability.</u> How would you rate the job that {RESTORE QN RESPONSE} does on...

Q4.	Keeping the electric system, including power lines and equipment, in good working order

        [RECORD NUMBER 0-10]
11	Don't know
12	Refused

Q5.	Minimizing the number of power interruptions lasting ~~less~~ <u>LESS</u> than one minute

        [RECORD NUMBER 0-10]
11	Don't know
12	Refused

Q6.	In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence/business? {PROBE FOR BEST ESTIMATE}

        [RECORD NUMBER OF TIMES 1-996]
0	No times/Did not lose power
997	997 times or more
998	Don't know
999	Refused

Q7.	How would you rate the job that {RESTORE QN RESPONSE} does on minimizing the number of power outages lasting ~~longer than~~ <u>MORE</u> than one minute?

        [RECORD NUMBER 0-10]
11	Don't know
12	Refused

Q8.   In the past twelve months, how many times has there been a power outage lasting ~~more~~ MORE than one minute at this residence/business? {PROBE FOR BEST ESTIMATE}

                        [RECORD NUMBER OF TIMES 1-996]
        0   No times/Did not lose power
        997   997 times or more
        998   Don't know
        999   Refused

{IF Q8=0, GO TO Q13}

Q9.   When was … {if Q8=1, ask} this outage? … {IF Q8 ~~is greater than one~~=2-997, ASK} your most recent outage? {TRANSLATE RESPONSE INTO NUMBER OF MONTHS}

                        [RECORD NUMBER OF MONTHS FROM 1-12]
        0   No months
        13   Over a year ago
        14   Don't know
        15   Refused

Q10.   How long did this outage last?

                        [RECORD NUMBER OF DAYS FROM 1-96]
        0   No days
        97   97 or more days
        98   Don't know
        99   Refused

                        [RECORD NUMBER OF HOURS FROM 1-23]
        0   No hours

                        [RECORD NUMBER OF MINUTES FROM 1-59]
        0   No minutes

{IF Q8=2-997, ASK Q11-12 IF Q8=1, GO TO Q13}

Q11.   How long was the SHORTEST of these outages over one minute? {the shortest of the outages of MORE THAN one minute}

	[RECORD NUMBER OF DAYS FROM 1-96]
0	No days
97	97 or more days
98	Don't know
99	Refused

	[RECORD NUMBER OF HOURS FROM 1-23]
0	No hours

	[RECORD NUMBER OF MINUTES FROM 1-59]
0	No minutes

Q12.   And how long did the LONGEST of these outages last?

	[RECORD NUMBER OF DAYS FROM 1-96]
0	No days
97	97 or more days
98	Don't know
99	Refused

	[RECORD NUMBER OF HOURS FROM 1-23]
0	No hours

	[RECORD NUMBER OF MINUTES FROM 1-59]
0	No minutes

Q13.   In the last twelve months, have you/has your business experienced any loss or damage due to electrical outages or other electrical problems?

1	Yes
2	No
3	Don't know
4	Refused

If Q13=1, ask Q14. If Q 13=2, 3 or 4, skip to Q15)

Q14. What sort of loss ~~or~~ of/damage <u>to electrical equipment or accessories</u> did you suffer?
{INTERVIEWER SHOULD NOT READ CHOICES AND ~~SELECT MOST APPROPRIATE CATEGORY~~ SHOULD ACCEPT MULTIPLE RESPONSES.}

1	Loss of perishables
2	Loss of/damage to electrical equipment or accessories
3	Interruption of business
4	Injury to self or another person
5	Other
998	Don't know
999	Refused

Customer Service Performance

Once again I'd like you to rate {RESTORE QN RESPONSE}'s performance, using the same zero to ten scale, where a zero means a poor job and a ten means an excellent. {RANDOMIZE Q15-Q17}

Q15. Restoring electric service at your residence/business when outages occur

	[RECORD NUMBER 0-10]
11	Don't know
12	Refused

Q16. Providing information about extended outages

	[RECORD NUMBER 0-10]
11	Don't know
12	Refused

Q17. Being accessible during an outage

	[RECORD NUMBER 0-10]
11	Don't know
12	Refused

Q18. On a related topic, in the past 12 months, have you tried to reach {RESTORE QN RESPONSE} by phone?

    1   Yes
    2   No
    3   Don't know
    4   Refused

{IF Q18=1, ASK Q19; OTHERWISE GO TO INTRODUCTION BEFORE Q22}

Q19. What was the reason for your most recent call? {NOT READ - INTERVIEWER TO SELECT MOST APPROPRIATE CATEGORY}

    1   To report a power problem, outage, or downed wire
    2   To stop, start or transfer service
    3   To make a payment arrangement or other billing question
    4   To get information about locations, programs or services
    5   Other
    6   Refused

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? {Thinking about your most recent call.}

    1   ATRS only
    2   CSR only
    3   Both
    4   Don't know
    5   Refused

{IF Q20=1, 2 or 3 ASK Q21; OTHERWISE GO TO Q22}

Q21. On a scale of zero to ten, {SHORTEN DESCRIPTION OF SCALE IF APPROPRIATE} where a zero means a poor job and a ten means an excellent job, please rate the how well {RESTORE QN RESPONSE} met your needs during this phone call.

                [RECORD NUMBER 0-10]
    11   Don't know
    12   Refused

Understanding of Services

Next, I'm going to read you a list of services that {RESTORE QN RESPONSE} may or may not provide. As I read each one, please tell me <u>if you are very familiar, somewhat familiar or not at all</u>

familiar with {RESTORE QN RESPONSE} providing these services. ~~how familiar you are with {RESTORE QN RESPONSE} providing these, services. On a scale of 1-5 where 5 means very familiar and 1 means not familiar.~~

{RANDOMIZE Q22-Q2~~6~~5}

Q22. Has a toll-free number to report power outages. {Are you aware they provide this?}

	~~[RECORD NUMBER 1-5]~~
~~6~~	~~No~~
~~7~~	~~Refused~~

1	Very familiar
2	Somewhat familiar
3	Not at all familiar
4	Refused

Q23. Is available 24 hours a day, 7 days a week by phone in the event of a power outage. {Are you aware they provide this?}

	~~[RECORD NUMBER 1-5]~~
~~6~~	~~No~~
~~7~~	~~Refused~~

1	Very familiar
2	Somewhat familiar
3	Not at all familiar
4	Refused

Q24. Reports information about extended power outages to the news media to keep customers informed. {Are you aware they provide this?}

	~~[RECORD NUMBER 1-5]~~
~~6~~	~~No~~
~~7~~	~~Refused~~

1	Very familiar
2	Somewhat familiar
3	Not at all familiar
4	Refused

~~Q26~~Q25.   Offers different bill payment options to qualified customers, such as paying a fixed monthly amount ~~and selecting your preferred due date~~. {Are you aware they provide this?}

~~[RECORD NUMBER 1-5]~~
~~6~~   ~~No~~
~~7~~   ~~Refused~~

1   Very familiar
2   Somewhat familiar
3   Not at all familiar
4   Refused

Q25Q26.   Trims trees to reduce the occurrence of power outages. {Are you aware they provide this?}

                        [RECORD NUMBER 1-5]
        6   No
        7   Refused

        1   Very familiar
        2   Somewhat familiar
        3   Not at all familiar
        4   Refused

Tree Trimming Performance

{IF Q26=3 or 4, SKIP TO Q30} Now, I'd like to ask you to rate the tree trimming done by {RESTORE QN RESPONSE}. Please use the same zero-to-ten scale, {SHORTEN DESCRIPTION OF SCALE IF APPROPRIATE} where a zero means a poor job overall and a ten means an excellent job overall. How would you rate the job that {RESTORE QN RESPONSE} does on…

{RANDOMIZE Q27-Q29}

Q27.   Trimming trees and clearing branches away from power lines to reduce the occurrence of power outages?

                        [RECORD NUMBER 0-10]
        11   Don't know
        12   Refused

Q28.   Communicating the need for trimming trees?

                        [RECORD NUMBER 0-10]
        11   Don't know
        12   Refused

Q29.   Trying hard to preserve Preserving the appearance of the trees.

                        [RECORD NUMBER 0-10]
        11   Don't know
        12   Refused

Billing

Now I'd like to talk about your impressions of {RESTORE QN RESPONSE}'s billing.

Q30. (Do you/Does your business} receive your bill from {RESTORE QN RESPONSE} at this address?

    1   Yes
    2   No
    3   Don't know
    4   Refused

{IF Q30=1, ASK Q31; OTHERWISE GO TO INSTRUCTIONS BEFORE Q33}

Q31. Do you personally see or handle this bill?

    1   Yes
    2   No
    3   Don't know
    4   Refused

{IF Q31=1, ASK Q32; OTHERWISE GO TO INTRODUCTION BEFORE Q33}

Q32. Thinking about the bills that {you receive/your business receives} from {RESTORE QN RESPONSE}, using a zero-to-ten scale, how would you rate {RESTORE QN RESPONSE} on providing a bill that makes it easy to tell how much the current month's charges are?

            [RECORD NUMBER 0-10]
    11   Don't know
    12   Refused

Demographics and Firmographics

Now, I'd like to ask you a few questions to help group your answers with those of others taking part in this survey.

{IF RESIDENTIAL PORTION, ASK Q33-Q36 <u>and Q38</u>. NON-RESIDENTIAL GO TO Q37.}

Q33.   What year were you born?

[RECORD 1870 to current year minus 18]
1868   Don't know
1869   Refused

Q34.   Do you own or rent your residence?

1   Own/Buying
2   Rent
3   Don't know
4   Refused

Q35.   Into which of the following broad categories does your {STATE ~~PREVIOUS~~ MOST RECENT TAX YEAR} total pre-tax household income from all sources fall? Would you say {READ CODES 1-4}

1   Up to $25,000 {$24,999}
2          $25,000 to $50,000 {$49,999}
3          $50,000 to$75,000 {$74,999}
4          $75,000 or more
5   Don't know
6   Refused

Q36. ~~I am going to read several categories of the number of people in your household. Please stop me when I read the total number of people in your household. (READ CODES 1-5)~~ Including yourself, how many people live in your household? {SELECT MOST APPROPRIATE CODE 1-7}

1	1
2	2
3	3
4	4
5	5 or more
6	Don't know
7	Refused

Q37.   Including yourself, how many employees, both full and part time, do you employ at this
location? {READ CODES 1-4}

    1   1 to 4 employees
    2   5 to 25 employees
    3   26 to 100 employees
    4   Over 100 employees
    5   Don't know
    6   Refused

Q38.   ENTER GENDER {BY OBSERVATION}

    1   Male
    2   Female
    3   Don't know

Thank you for your time.